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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155621 | | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING | | X3) DATE SURVEY COMPLETED 04/14/2011 | |
| NAME OF PROVIDER OR SUPPLIER PINE HAVEN HEALTH AND REHABILITATION CENTER | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3400 STOCKER DR EVANSVILLE, IN 47720 | | | |
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| F0000 | <p>This visit was for the Investigation of Complaint IN00088724.</p> <p>Complaint IN00088724 -Substantiated, Federal/State deficiencies are cited at F272, F279, F282, F323, and F514.</p> <p>Unrelated deficiencies are cited</p> <p>Survey dates: April 13 and 14, 2011</p> <p>Facility number: 000442 Provider number: 155621 AIM number: 100266510</p> <p>Survey team: Anne Marie Crays, RN</p> <p>Census bed type: SNF: 41 SNF/NF: 62 Total: 103</p> | | | F0000 | <p>Pine Haven POC By submitting the enclosed material we are not admitting the truth or accuracy of any specific findings or allegations. We reserve the right to contest the findings or allegations as part of any proceedings and submit these responses pursuant to our regulatory obligations. The facility requests that the plan of correction be considered our allegation of compliance effective May 14, 2011 to the complaint survey conducted on April 14, 2011.</p> | | |

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/16/2011

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OMB NO. 0938-0391

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| | Census payor type: Medicare: 21 Medicaid: 54 Other: 28 Total: 103 Sample: 6 These deficiencies also reflect state findings cited in accordance with 42 CFR Part 483 Subpart B and 410 IAC 16.2. Quality review completed on April 20, 2011 by Bev Faulkner, RN | | | | | | |

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| F0225 SS=A | <p>The facility must not employ individuals who have been found guilty of abusing, neglecting, or mistreating residents by a court of law; or have had a finding entered into the State nurse aide registry concerning abuse, neglect, mistreatment of residents or misappropriation of their property; and report any knowledge it has of actions by a court of law against an employee, which would indicate unfitness for service as a nurse aide or other facility staff to the State nurse aide registry or licensing authorities.</p> <p>The facility must ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of resident property are reported immediately to the administrator of the facility and to other officials in accordance with State law through established procedures (including to the State survey and certification agency).</p> <p>The facility must have evidence that all alleged violations are thoroughly investigated, and must prevent further potential abuse while the investigation is in progress.</p> <p>The results of all investigations must be reported to the administrator or his designated representative and to other officials in accordance with State law (including to the State survey and certification agency) within 5 working days of the incident, and if the alleged violation is verified appropriate corrective action must be taken.</p> | | | | | | |

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| | <p>Based on interview and record review, the facility failed to report an allegation of misappropriation of property to the Indiana State Department of Health [ISDH] within the required time frame, for 1 of 6 residents reviewed for abuse, in a sample of 6. Resident D</p> <p>Findings include:</p> <p>On 4/14/11 at 9:00 A.M., the Administrator provided a "Fax/Incident Report," sent to the ISDH. The report included, "...Incident Date 1/23/11...It was reported to me on 1/15/11 that a resident on [unit name] reported that her quarters were missing from her room. She stated that it was [approximately] \$40.00 worth of quarters...."</p> <p>On 4/14/11 at 11:50 A.M., during interview with the Administrator, she indicated she did not immediately report the resident's</p> | | | F0225 | <p>F225</p> <p>It is the practice of this facility to assure that the misappropriation of resident funds is reported to the appropriate agencies on a timely basis as required by regulation.</p> <p><i>The correction action taken for those residents found to be affected by the deficient practice include:</i></p> <p>The misappropriation of Resident #D's funds was reported - even though it was reported untimely. There have been no further issues related to this resident regarding misappropriation of funds.</p> <p><i>Other residents that have the potential to be affected have been identified by:</i></p> <p>Potentially all residents could be affected by the deficient practice. The Interim Administrator has been re-inserviced regarding this policy to assure a thorough understanding of the regulation. The Administrator involved in the unusual occurrence reporting related to this incident is no longer employed at the facility.</p> <p><i>The measures or systemic changes that have been put into place to ensure that the deficient practice does not recur include:</i></p> <p>The policy related to reporting of abuse or misappropriation of resident funds has been re-inserviced to</p> | | 05/14/2011 |

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| F0226 SS=A | complaint of missing money to the ISDH. The Administrator indicated she waited until the investigation was completed before she reported the incident. 3.1-28(c) | | | | assure a thorough understanding of the regulation including the reporting of unusual occurrences in a timely manner. All staff having a role in the implementation of this policy have been in-serviced. <i>The corrective action taken to monitor performance to assure compliance through quality assurance is:</i> A Performance Improvement Tool has been initiated that will be utilized to review prompt adherence to the abuse policy, including notification of the appropriate state agencies. It is the Administrator's responsibility to assure that the appropriate agencies are notified of any allegations in a timely manner. The Administrator, or designee, will complete this audit monthly x3, then quarterly x3. The Quality Assurance Committee will review the results of the audit at the scheduled meeting following the completion of the audit with recommendations as needed. <i>The date the systemic changes will be completed:</i> May 14, 2011 | | |
| | The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property. Based on interview and record | | | F0226 | It is the practice of this facility to | | 05/14/2011 |

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| | <p>review, the facility failed to implement their policy of reporting an allegation of misappropriation of property to the Indiana State Department of Health [ISDH] within the designated time frames, for 1 of 6 residents reviewed for abuse, in a sample of 6. Resident D</p> <p>Findings include:</p> <p>1. On 4/13/11 at 10:00 A.M., the Administrator provided the current facility policy on "Abuse Prohibition," dated 2/11. The policy included:</p> <p>"Allegations/suspensions/reports of abuse will be investigated immediately to ensure the safety and well being of the resident. 'Abuse' means the willful infliction of injury, unreasonable confinement...includes deprivation of goods or services that are necessary to maintain their well being...Financial exploitation is defined as an improper course of conduct with or without informed consent of the older adult that</p> | | | | <p>assure that the Administrator is notified immediately related to allegation of abuse, neglect, or misappropriation of property. The Administrator is then responsible for notifying the appropriate agencies as required in a timely manner, per the facility policy and the regulation.</p> <p><i>The correction action taken for those residents found to be affected by the deficient practice include:</i></p> <p>Resident #D has had no further issues related to misappropriation of funds. Please refer to systemic changes related to policy and reporting mechanisms to the appropriate state agencies.</p> <p><i>Other residents that have the potential to be affected have been identified by:</i></p> <p>Potentially, all residents could be affected, and therefore the current policy has been re-inserviced to assure a thorough understanding of the regulation.</p> <p><i>The measures or systemic changes that have been put into place to ensure that the deficient practice does not recur include:</i></p> <p>The policy related to reporting of abuse or misappropriation of resident funds has been re-inserviced to assure a thorough understanding of the regulation, including the</p> | | |

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| | <p>results in monetary, personal or other benefit, gain or profit for the proprietor or monetary or personal loss for the older adult...Reported instances of any of the above situations will be investigated immediately and reported to the appropriate authorities and agencies...."</p> <p>2. On 4/14/11 at 9:00 A.M., the Administrator provided a "Fax/Incident Report," which was sent to the ISDH. The report included, "...Incident Date 1/23/11...It was reported to me on 1/15/11 that a resident on [unit name] reported that her quarters were missing from her room. She stated that it was [approximately] \$40.00 worth of quarters...."</p> <p>On 4/14/11 at 11:50 A.M., during interview with the Administrator, she indicated she did not immediately report the resident's complaint of missing money to the ISDH. The Administrator indicated she waited until the investigation</p> | | | | <p>reporting of unusual occurrences in a timely manner. All staff having a role in the implementation of this policy have been in-serviced.</p> <p><i>The corrective action taken to monitor performance to assure compliance through quality assurance is:</i></p> <p>A Performance Improvement Tool has been initiated that will be utilized to review reportable events to assure that they are reported timely in accordance with the facility policy and the regulation. It is the Administrator's responsibility to assure that the appropriate agencies are notified of any allegations in a timely manner. The Administrator, or designee, will complete this audit monthly x3, then quarterly x3. The Quality Assurance Committee will review the results of the audit at the scheduled meeting following the completion of the audit with recommendations as needed.</p> <p><i>The date the systemic changes will be completed:</i></p> <p>May 14, 2011</p> | | |

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| | was completed before she reported the incident. 3.1-28(a) | | | | | | |

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| F0272 SS=D | <p>The facility must conduct initially and periodically a comprehensive, accurate, standardized reproducible assessment of each resident's functional capacity.</p> <p>A facility must make a comprehensive assessment of a resident's needs, using the RAI specified by the State. The assessment must include at least the following: Identification and demographic information; Customary routine; Cognitive patterns; Communication; Vision; Mood and behavior patterns; Psychosocial well-being; Physical functioning and structural problems; Continence; Disease diagnosis and health conditions; Dental and nutritional status; Skin conditions; Activity pursuit; Medications; Special treatments and procedures; Discharge potential; Documentation of summary information regarding the additional assessment performed through the resident assessment protocols; and Documentation of participation in assessment.</p> <p>Based on observation, record review, and interview, the facility failed to ensure thorough and comprehensive assessment was completed in regards to prevention of falls, in that investigations into the root cause of the falls was not completed, for 3 of 3 residents</p> | | | F0272 | <p>It is the practice of Pine Haven Health and Rehabilitation Center to assure that residents are assessed properly related to fall risk and that an investigation is implemented related to the fall as to the possible cause so that appropriate interventions can be implemented to assist with the prevention of reoccurrence.</p> <p><i>The correction action taken for</i></p> | | 05/04/2011 |

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| | <p>reviewed for falls, in a sample of 6. Residents A, B, and C</p> <p>Findings include:</p> <p>1. On 4/14/11 at 9:30 A.M., the facility compliance nurse provided the current facility policy on "Falls Prevention," dated 9/08. The policy included: "...To ensure that residents are safe and that appropriate preventive measures are initiated to minimize injuries related to falls. Procedure, If a fall occurs, the Falls Checklist will be initiated with all areas completed before the end of the shift the incident occurred...Nursing staff will document on the resident chart a thorough accounting of the incident as outlined in the Falls Checklist. Fall Preventive Measures...Motion Alarms (Bed/Chair)...Motion Sensors, Smart Floor Mat Alarm...Self-Releasing Alarm Belts, Restraints...All preventive measures must correlate with the resident's cognition level."</p> | | | | <p>those residents found to be affected by the deficient practice include : Residents #A and #C have been reassessed related to fall risk and have been reviewed by the IDT to assure that appropriate interventions are in place to assist with the prevention of falls Resident #B, as identified in the 2567, no longer resides at the facility</p> <p>Other residents that have the potential to be affected have been identified by : All residents have been assessed related to fall risk Based on the assessment, interventions have been implemented to assist with the prevention of falls</p> <p>The measures or systematic changes that have been put into place to ensure that the deficient practice does not recur include : The IDT Committee will begin reviewing any resident who has experienced a fall to assure that based on the assessment of the possible cause of the fall appropriate interventions are implemented to assist with the prevention of recurrence of falls The nursing staff has been inserviced related to fall prevention and the initiation of the investigation for immediate intervention</p> <p>The corrective action taken to monitor performance to assure compliance through quality assurance is:</p> | | |

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| | <p>2. On 4/13/11 at 2:00 P.M., Unit Manager # 1 provided C.N.A. assignment sheets for her unit. The assignment sheets indicated that 23 residents resided on that unit. Seventeen (17) of those 23 residents had some type of fall prevention alarm to alert staff of unassisted rising.</p> <p>On 4/14/11 at 10:00 A.M., during interview with the compliance nurse, she indicated that her responsibility was to validate that "everything regarding a fall was documented properly, including updating the care plan." The compliance nurse indicated there was not "really an investigation on why a fall occurs," and that the usual intervention following a fall would be to add an alarm.</p> <p>3. On 4/13/11 at 9:10 A.M., during the initial tour, Unit Manager # 1 indicated Resident A had fallen the previous night, and was not interviewable. Unit Manager # 1</p> | | | | <p>A Performance Improvement Tool has been initiated that will be utilized to review residents that are considered "at risk for falls" or have had an actual fall to assure that interventions are in place to prevent falls and that if a fall occurred that an investigation is initiated to assure that appropriate interventions are implemented to assist with the prevention of future falls. This tool will randomly review 5 residents. The Director of Nursing or designee, will complete this tool weekly 8x monthly 8, then quarterly 3. Any areas identified via the audit will be immediately corrected. The Quality Assurance Committee will review the tool at the scheduled meeting following the completion of the tool with recommendations as needed.</p> <p>The date the systemic changes will be completed: 5-14-11</p> | | |

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| | <p>indicated Resident A required a sensor pad alarm to her wheelchair and bed. Unit Manager # 1 indicated a tabs alarm was added to the wheelchair following the fall the previous night.</p> <p>The clinical record of Resident A was reviewed on 4/13/11 at 10:40 A.M. Diagnoses included, but were not limited to, Dementia.</p> <p>A Minimum Data Set [MDS] assessment, dated 1/17/11, indicated the resident scored a 9 out of 15 on a cognitive assessment, required limited assistance of 1 staff for transfer and ambulation, and had not fallen since the previous assessment. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human assistance" while moving from seated to standing position, walking, and surface-to-surface transfer.</p> <p>A "Fall Risk" assessment, dated</p> | | | | | | |

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| | <p>1/19/11, indicated Resident A had intermittent confusion, had 1-2 falls in the previous 3 months, had a balance problem while standing, required the use of an assistive device, and had a total score of 12. The assessment indicated, "Total score of 10 or above represents HIGH RISK" for falls.</p> <p>Nurse's Notes included the following notations:</p> <p>4/12/11 at 10:00 P.M.: "Staff reports res [resident] yelling out 'nurse.' Upon entering res bathroom noted resident sitting on bottom of floor. W/C breaks [sic] locked. Res assessed for injury, none apparent...Res assisted off floor [with] extensive assist x [two] staff [and] gait belt...Res. placed to bed, alarms on et [and] functioning, call light within reach. TABS alarm added to res. w/c for preventative nursing measure related to decreased safety awareness."</p> <p>4/13/11 at 1:00 A.M.: "Resident</p> | | | | | | |

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| | <p>[up] getting in chair. Resident shut off bed alarm [before] getting out of bed. Instructed resident to leave alarms alone et call for help before getting up."</p> <p>On 4/14/11 at 9:00 A.M., the compliance nurse provided an "Incident/Accident Report," dated 4/12/11. The report included, "...Noted res on floor...[no] apparent injury, refer to nurses note...Additional comments and/or steps to prevent recurrence: tabs alarm to w/c." The compliance nurse indicated at that time that she was unaware of the reason the resident fell.</p> <p>4. On 4/13/11 at 9:10 A.M., during the initial tour, the compliance nurse indicated Resident C had a diagnosis of Alzheimer's Disease, had a history of several falls, and utilized alarms.</p> <p>On 4/13/11 at 11:30 A.M., Resident C was observed sitting in a wheelchair in a lounge, asleep. A</p> | | | | | | |

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| | <p>self release seatbelt alarm was observed on the resident. No staff were observed interacting with the resident.</p> <p>The clinical record of Resident C was reviewed on 4/13/11 at 11:45 A.M. Diagnoses included, but were not limited to, Alzheimer's Disease and Parkinson's Disease.</p> <p>A Minimum Data Set [MDS] assessment, dated 2/8/11, indicated Resident C had a short-term and long-term memory problem, was moderately impaired in cognitive skills for daily decision-making, required extensive assistance of two+ staff for transfer and bed mobility, and did not ambulate. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human assistance" while moving from seated to standing position, moving on and off toilet, and surface-to-surface transfer. The MDS assessment indicated the resident had not fallen since the</p> | | | | | | |

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| | <p>previous assessment.</p> <p>Nurses Notes included the following notations:</p> <p>2/15/11 at 5:30 P.M.: "CNA approached Resident room et heard alarm sounding. Resident found in bathroom floor on [left] side...When resident asked what happened she stated 'was going to bathroom.' Resident toileted after writer evaluated."</p> <p>2/15/11 at 5:45 P.M.: "[Physician] update on incident. Received new orders for UA, C/S [urinalysis, culture and sensitivity]. Also received orders for self releasing seat belt...."</p> <p>A "Falls Care Plan," initially dated 6/10, indicated a problem of "History of falls...Contributing factors, Alzheimer's Diagnosis, Forgets to ask for assistance...Generalized weakness..." The approaches indicated, "...Encourage to stay</p> | | | | | | |

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| | <p>seated or wait for assistance before transferring after meals...Is at risk for falls; will use the following preventive measure: Sensor pad to bed/recliner...12/7/10 tabs alarm to w/c, 2/15/11 Self releasing seat belt while in w/c."</p> <p>On 4/14/11 at 10:00 A.M., during interview with the compliance nurse, she indicated there was not a process in which the cause of the fall was assessed.</p> <p>5. The closed clinical record of Resident B was reviewed on 4/13/11 at 1:20 P.M. Resident B was admitted to the facility on 3/19/11 with diagnoses including, but not limited to, Aftercare following surgery/digestive system.</p> <p>An admission care plan, undated, indicated: "Falls/Safety Risk/Elopement Risk. Goal: Resident will remain free of injuries and falls. Keep call bell in reach. Enc. use of call light. Instruct resident on safety</p> | | | | | | |

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| | <p>measures...Mobility alarm SPA [sensor pad alarm] bed [and] chair...."</p> <p>Nurses Notes included the following notations:</p> <p>3/25/11 at 3:00 A.M.: "Res remains delusional @ this time D/T [due to] res thinks her family is here et this us a hotel...thinks that nephew was in the bed next to her...."</p> <p>3/25/11 at 11:00 A.M.: "Alert [with] some confusion...needs extensive assist [with] ADL's [activities of daily living]...."</p> <p>3/25/11 at 3:30 P.M.: "Res spa [sensor pad alarm] heard sounding, CNA went to resident's room, resident found lying on back on floor in front of closet. Denies pain, bruise noted to lateral left forehead...assisted to w/c [with] assist x 3...."</p> <p>3/25/11 at 3:45 P.M.: "Preventive [sic] to prevent recurrent fall -</p> | | | | | | |

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| | <p>self-release seat belt...."</p> <p>On 4/13/11 at 2:15 P.M., during interview with the compliance nurse, she indicated she would not have considered Resident B interviewable. She indicated Resident B had attempted unassisted ambulation earlier on 3/25/11, "probably around 2:00 P.M.," and a sensor alarm was placed on the resident's bed and wheelchair. The compliance nurse indicated she did not know why documentation regarding the attempt at unassisted ambulation was not in the clinical record, and did not know why the resident attempted unassisted ambulation. The compliance nurse indicated there was not a process to determine why the resident had attempted to self-ambulate, and why the resident had fallen.</p> <p>This federal tag relates to Complaint IN00088724.</p> <p>3.1-31(a)</p> | | | | | | |

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| F0279 SS=D | <p>3.1-31(e)</p> <p>A facility must use the results of the assessment to develop, review and revise the resident's comprehensive plan of care.</p> <p>The facility must develop a comprehensive care plan for each resident that includes measurable objectives and timetables to meet a resident's medical, nursing, and mental and psychosocial needs that are identified in the comprehensive assessment.</p> <p>The care plan must describe the services that are to be furnished to attain or maintain the resident's highest practicable physical, mental, and psychosocial well-being as required under §483.25; and any services that would otherwise be required under §483.25 but are not provided due to the resident's exercise of rights under §483.10, including the right to refuse treatment under §483.10(b)(4).</p> <p>Based on observation, record review, and interview, the facility failed to develop and revise care plans to ensure individualized interventions were implemented for fall prevention, for 3 of 3 residents reviewed for falls, in a sample of 6.</p> | | F0279 | <p>It is the practice of this facility to assure that the residents' care plans are developed and address the needs identified by the comprehensive assessment. The correction action taken for those residents found to be affected by the deficient practice include : Residents #A and #C have had care</p> | | 05/14/2011 | |

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| | <p>Residents A, B, and C</p> <p>Findings include:</p> <p>1. On 4/14/11 at 9:30 A.M., the facility compliance nurse provided the current facility policy on "Falls Prevention," dated 9/08. The policy included: "...To ensure that residents are safe and that appropriate preventive measures are initiated to minimize injuries related to falls. ... Fall Preventive Measures...Motion Alarms (Bed/Chair)...Motion Sensors, Smart Floor Mat Alarm...Self-Releasing Alarm Belts, Restraints...All preventive measures must be added to the Falls Care Plan and dated...All preventive measures must correlate with the resident's cognition level."</p> <p>2. On 4/13/11 at 2:00 P.M., Unit Manager # 1 provided C.N.A. assignment sheets for her unit. The assignment sheets indicated that 23 residents resided on that unit. 17 of those 23 residents had some type of</p> | | | | <p>plan reviewed to assure that the plan of care accurately reflects the appropriate interventions being utilized related to the prevention of falls. Resident B no longer resides in the facility.</p> <p>Other residents that have the potential to be affected have been identified by :</p> <p>All residents have been reviewed to assure that the plan of care addresses pertinent information related to fall prevention based on the assessment.</p> <p>The measures or systematic changes that have been put into place to ensure that the deficient practice does not recur include :</p> <p>The interdisciplinary team is reviewing all fall risk assessments to assure that pertinent areas on the comprehensive assessment are identified as part of the plan of care. An in-service has been conducted for the nurses to assure that there is a thorough understanding related to the issues identified on the assessment being addressed on the plan of care for the residents as part of the system change.</p> <p>Interdisciplinary team will review all falls to assure that an investigation was completed and assure that the care plan has been updated to reflect appropriate interventions based on the possible cause of the fall.</p> <p>The corrective action taken to monitor performance to assure compliance through quality</p> | | |

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| | <p>fall prevention alarm, to alert staff of unassisted rising.</p> <p>On 4/14/11 at 10:00 A.M., during interview with the compliance nurse, she indicated that her responsibility was to validate that "everything regarding a fall was documented properly, including updating the care plan." The compliance nurse indicated there was not "really an investigation on why a fall occurs," and that the usual intervention following a fall would be to add an alarm.</p> <p>3. On 4/13/11 at 9:10 A.M., during the initial tour, Unit Manager # 1 indicated Resident A had fallen the previous night, and was not interviewable. Unit Manager # 1 indicated Resident A required a sensor pad alarm to her wheelchair and bed. Unit Manager # 1 indicated a tabs alarm was added to the wheelchair following the fall the previous night.</p> <p>The clinical record of Resident A</p> | | | | <p>assurance is:</p> <p>A Performance Improvement Tool has been initiated that will be utilized to randomly review residents related to the comprehensive assessment in correlation with the plan of care to assure that pertinent information is identified on the plan of care based on the assessment. The Director of Nursing, or designee, will complete this tool weekly, monthly, then quarterly. Any areas identified via the audit will be immediately corrected. The Quality Assurance Committee will review the tool at the scheduled meeting following the completion of the tool with recommendations as needed.</p> <p>The date the systemic changes will be completed:</p> <p>5-14-11</p> | | |

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| | <p>was reviewed on 4/13/11 at 10:40 A.M. Diagnoses included, but were not limited to, Dementia.</p> <p>A Minimum Data Set [MDS] assessment, dated 1/17/11, indicated the resident scored a 9 out of 15 on a cognitive assessment, required limited assistance of 1 staff for transfer and ambulation, and had not fallen since the previous assessment. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human assistance" while moving from seated to standing position, walking, and surface-to-surface transfer.</p> <p>A "Fall Risk" assessment, dated 1/19/11, indicated Resident A had intermittent confusion, had 1-2 falls in the previous 3 months, had a balance problem while standing, required the use of an assistive device, and had a total score of 12. The assessment indicated, "Total score of 10 or above represents</p> | | | | | | |

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| | <p>HIGH RISK" for falls.</p> <p>Nurse's Notes included the following notations:</p> <p>4/12/11 at 10:00 P.M.: "Staff reports res [resident] yelling out 'nurse.' Upon entering res bathroom noted resident sitting on bottom of floor. W/C breaks [sic] locked. Res assessed for injury, none apparent...Res assisted off floor [with] extensive assist x [two] staff [and] gait belt...Res. placed to bed, alarms on et [and] functioning, call light within reach. TABS alarm added to res. w/c for preventative nursing measure related to decreased safety awareness."</p> <p>4/13/11 at 1:00 A.M.: "Resident [up] getting in chair. Resident shut off bed alarm [before] getting out of bed. Instructed resident to leave alarms alone et call for help before getting up."</p> <p>A "Falls Care Plan," initially dated 10/31/10, indicated a problem of</p> | | | | | | |

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| | <p>"History of falls...Contributing factors, Dementia, Arthritis...Use of w/c...Refusal of assistance, Refusal to use assistive devices." The approaches indicated, "Encourage to stay seated or wait for assistance before transferring after meals. Ensure frequently used items are within reach: Call system; Light cord; Water, Is at risk for falls; will use the following preventive measure: Bed bolsters to bed...4/12/11 TABS Alarm to w/c for n. [nursing] measure."</p> <p>On 4/14/11 at 9:00 A.M., the compliance nurse provided an "Incident/Accident Report," dated 4/12/11. The report included, "...Noted res on floor...[no] apparent injury, refer to nurses note...Additional comments and/or steps to prevent recurrence: tabs alarm to w/c."</p> <p>4. On 4/13/11 at 9:10 A.M., during the initial tour, the compliance nurse indicated Resident C had a diagnosis of Alzheimer's Disease,</p> | | | | | | |

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| | <p>had a history of falls, and utilized alarms.</p> <p>On 4/13/11 at 11:30 A.M., Resident C was observed sitting in a wheelchair in a lounge, asleep. A self release seatbelt alarm was observed on the resident. No staff were observed interacting with the resident.</p> <p>The clinical record of Resident C was reviewed on 4/13/11 at 11:45 A.M. Diagnoses included, but were not limited to, Alzheimer's Disease and Parkinson's Disease.</p> <p>A Minimum Data Set [MDS] assessment, dated 2/8/11, indicated Resident C had a short-term and long-term memory problem, was moderately impaired in cognitive skills for daily decision-making, required extensive assistance of two+ staff for transfer and bed mobility, and did not ambulate. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human</p> | | | | | | |

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| | <p>assistance" while moving from seated to standing position, moving on and off toilet, and surface-to-surface transfer. The MDS assessment indicated the resident had not fallen since the previous assessment.</p> <p>Nurses Notes included the following notations:</p> <p>2/15/11 at 5:30 P.M.: "CNA approached Resident room et heard alarm sounding. Resident found in bathroom floor on [left] side...When resident asked what happened she stated 'was going to bathroom.' Resident toileted after writer evaluated."</p> <p>2/15/11 at 5:45 P.M.: "[Physician] update on incident. Received new orders for UA, C/S [urinalysis, culture and sensitivity]. Also received orders for self releasing seat belt...."</p> <p>A "Falls Care Plan," initially dated 6/10, indicated a problem of</p> | | | | | | |

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| | <p>"History of falls...Contributing factors, Alzheimer's Diagnosis, Forgets to ask for assistance...Generalized weakness..." The approaches indicated, "...Encourage to stay seated or wait for assistance before transferring after meals...Is at risk for falls; will use the following preventive measure: Sensor pad to bed/recliner...12/7/10 tabs alarm to w/c, 2/15/11 Self releasing seat belt while in w/c."</p> <p>5. The closed clinical record of Resident B was reviewed on 4/13/11 at 1:20 P.M. Resident B was admitted to the facility on 3/19/11 with diagnoses including, but not limited to, Aftercare following surgery/digestive system.</p> <p>An admission care plan, undated, indicated: "Falls/Safety Risk/Elopement Risk. Goal: Resident will remain free of injuries and falls. Keep call bell in reach. Enc. use of call light. Instruct resident on safety</p> | | | | | | |

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| | <p>measures...Mobility alarm SPA [sensor pad alarm] bed [and] chair...."</p> <p>Nurses Notes included the following notations:</p> <p>3/25/11 at 3:00 A.M.: "Res remains delusional @ this time D/T [due to] res thinks her family is here et this us a hotel...thinks that nephew was in the bed next to her...."</p> <p>3/25/11 at 11:00 A.M.: "Alert [with] some confusion...needs extensive assist [with] ADL's [activities of daily living]...."</p> <p>3/25/11 at 3:30 P.M.: "Res spa [sensor pad alarm] heard sounding, CNA went to resident's room, resident found lying on back on floor in front of closet. Denies pain, bruise noted to lateral left forehead...assisted to w/c [with] assist x 3...."</p> <p>3/25/11 at 3:45 P.M.: "Preventive [sic] to prevent recurrent fall -</p> | | | | | | |

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| | <p>self-release seat belt...."</p> <p>On 4/13/11 at 2:15 P.M., during interview with the compliance nurse, she indicated she would not have considered Resident B interviewable. She indicated Resident B had attempted unassisted ambulation earlier on 3/25/11, "probably around 2:00 P.M.," and a sensor alarm was placed on the resident's bed and wheelchair. The compliance nurse indicated she did not know why documentation regarding the attempt at unassisted ambulation was not in the clinical record. The compliance nurse indicated she was not present when the resident fell, but thought the staff heard the alarm, and found her on the floor in her room. The compliance nurse indicated she had a "falls checklist" that she completes after a fall, to ensure staff called the family and physician and updated the care plan and assignment sheets.</p> <p>This federal tag relates to</p> | | | | | | |

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/16/2011

FORM APPROVED

OMB NO. 0938-0391

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| | Complaint IN00088724. 3.1-35(a) 3.1-35(d)(2)(B) | | | | | | |
| F0282 SS=D | The services provided or arranged by the facility must be provided by qualified persons in accordance with each resident's written plan of care. Based on observation, record review, and interview, the facility | | | F0282 | It is the practice of Pine Haven Health and Rehabilitation Center to | | 05/14/2011 |

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| | <p>failed to ensure a bed alarm ordered for fall prevention was turned on [Resident A], for 1 of 3 residents reviewed for falls, in a sample of 6.</p> <p>Findings include:</p> <p>1. On 4/14/11 at 9:30 A.M., the facility compliance nurse provided the current facility policy on "Falls Prevention," dated 9/08. The policy included: "...To ensure that residents are safe and that appropriate preventive measures are initiated to minimize injuries related to falls... Fall Preventive Measures...Motion Alarms (Bed/Chair)...Motion Sensors, Smart Floor Mat Alarm...."</p> <p>2. On 4/13/11 at 9:10 A.M., during the initial tour, Unit Manager # 1 indicated Resident A had fallen the previous night, and was not interviewable. Unit Manager # 1 indicated Resident A required a sensor pad alarm to her wheelchair and bed. Unit Manager # 1 indicated a tabs alarm was added to</p> | | | | <p>assure thhati the residents' care plans are followed appropriatiely in accordance with tihe assessed needs.</p> <p><i>The correcton acton taken fior those residents fiound to be afected by the deficiant practice include :</i></p> <p>Resident#A is now receiving services in accordance with tthe plan of care</p> <p><i>Other residents that have the potential to be afected have been identified by :</i></p> <p>All residents have been reviewed tto assure thhatt tthey are receiving services in accordance with tthe plan of care The CNA assignmentt sheets appropriately address residents needs based on tthe assessmentt and a monittoring system has been implemented tto assure thhatt interrventions are appropriattely in place.</p> <p><i>The measures or systematc changes that have been put into place to ensure that the deficiant practice does not recur include :</i></p> <p>The interdisciplinaty team will be reviewing every flall tto assure thhatt appropriatte interrventions are in place based on tthe possible cause ofl tthe flall The plan of care and tthe CNA assignmentt sheets will be updattd as needed The nursing sttafl has been inserviced relattd tto providing services tto our residents in correlatton with tthe written plan ofl care. There will be routtne monittoring via rounds tto assure thhatt alarms are in place and fluncttional in</p> | | |

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| | <p>the wheelchair following the fall the previous night. At that time, Resident A was observed lying in bed. A request was made to determine if the resident's bed sensor alarm was functioning. Unit Manager # 1 checked the alarm, and indicated the alarm was not turned on. Unit Manager # 1 turned the alarm on, and instructed the resident to "Promise you won't get up without asking for help." Unit Manager # 1 indicated she did not know why the alarm was not turned on.</p> <p>The clinical record of Resident A was reviewed on 4/13/11 at 10:40 A.M.</p> <p>Physician's orders, initial date unknown and on the current April 2011 orders, indicated, "Sensor pad alarm to w/c [wheelchair] d/t [due to] decreased safety awareness" and "Sensor pad alarm to bed d/t decreased safety awareness."</p> <p>This federal tag relates to</p> | | | | <p>accordance with the residents' plan of care</p> <p>The corrective action taken to monitor performance to assure compliance through quality assurance is:</p> <p>A Performance Improvement Tool has been initiated that will be utilized to randomly review residents' comprehensive assessment in correlation with the plan of care to assure that the pertinent information based on the assessment is accurately communicated and being followed in accordance with the residents' identified needs. Alarm placement and function will be specifically identified on the monitoring form. The Director of Nursing designee, will complete this tool weekly, monthly, then quarterly. Any areas identified via the audit will be immediately corrected. The Quality Assurance Committee will review the tool at the scheduled meeting following the completion of the tool with recommendations as needed.</p> <p>The date the systemic changes will be completed:</p> <p>5-14-11</p> | | |

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| F0323 SS=G | <p>Complaint IN00088724.</p> <p>3.1-35(g)(2)</p> <p>The facility must ensure that the resident environment remains as free of accident hazards as is possible; and each resident receives adequate supervision and assistance devices to prevent accidents.</p> <p>Based on observation, record review, and interview, the facility failed to ensure a bed alarm ordered for fall prevention was turned on [Resident A]; failed to ensure alarms were not used in place of supervision; and failed to respond to alarms timely, resulting in a fall with a fractured hip [Resident B], for 3 of 3 residents reviewed for falls, in a sample of 6. Residents A, B, and C</p> <p>Findings include:</p> <p>1. On 4/14/11 at 9:30 A.M., the facility compliance nurse provided the current facility policy on "Falls</p> | | F0323 | <p>F323</p> <p>Iti is the practice of Pine Haven Health and Rehabilitation Center to assure that the</p> <p>The correction action taken for those residents found to be affected by the deficient practice include :</p> <p>Residents #A and #C have been reassessed related to fall risk and have been reviewed by the IDT to assure that appropriate interventions are in place to assist with the prevention of falls. The plans of care have been updated as well as the CNA assignment sheets if applicable. Resident #B, as identified in the 2567, no longer resides at the facility.</p> <p>Other residents that have the potential to be affected have been identified by :</p> <p>All residents have been assessed related to fall risk. Based on the assessment, interventions have been implemented to assist with the</p> | | 05/14/2011 | |

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| | <p>Prevention," dated 9/08. The policy included: "...To ensure that residents are safe and that appropriate preventive measures are initiated to minimize injuries related to falls. Procedure, If a fall occurs, the Falls Checklist will be initiated with all areas completed before the end of the shift the incident occurred...Nursing staff will document on the resident chart a thorough accounting of the incident as outlined in the Falls Checklist. Fall Preventive Measures...Motion Alarms (Bed/Chair)...Motion Sensors, Smart Floor Mat Alarm...Self-Releasing Alarm Belts, Restraints...All preventive measures must correlate with the resident's cognition level."</p> <p>2. On 4/13/11 at 2:00 P.M., Unit Manager # 1 provided C.N.A. assignment sheets for her unit. The assignment sheets indicated that 23 residents resided on that unit. 17 of those 23 residents had some type of fall prevention alarm, to alert staff</p> | | | | <p>preventon ofl flalls The plans ofl care and tthe CNA assignmentt sheetts have been updattd ifl indicattd</p> <p>The measures or systematc changes that have been put into place to ensure that the deficient practice does not recur include :</p> <p>The interdisciplinaty tteam is reviewing all flall risk assessmentts tto assure tthatt pertntntt areas on tthe comprehensive assessmentt are identtfltd as partt ofl tthe plan ofl care Based on tthe assessmenttthe plan ofl care is being updattd in additton tto tthe CNA assignmentt sheett ifl indicattd An in-service has been conducttd flor tthe nurses tto assure tthatt tthere is a thorough understanding relattd tto tthe issues identtfltd on tthe assessmentt being addressd on tthe plan ofl care flor tthe residentt All nursing sttafl has been in-serviced relattd tto providing services tto residentts in accordance with tthe plan ofl careAs partt ofl tthe system changt the Interdisciplinary tteam will review all flallss assure tthatt an investtgatton was complettdand assure tthatt tthe care plan has been updattd tto reflectt appropriatte interrvntttons based on tthe possible cause ofl tthe flall</p> <p>The correctve acton taken to monitor performance to assure compliance through quality assurance is:</p> <p>A Performace Improvementt Tool</p> | | |

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| | <p>of unassisted rising.</p> <p>On 4/14/11 at 10:00 A.M., during interview with the compliance nurse, she indicated that her responsibility was to validate that "everything regarding a fall was documented properly, including updating the care plan." The compliance nurse indicated there was not "really an investigation on why a fall occurs," and that the usual intervention following a fall would be to add an alarm.</p> <p>3. The closed clinical record of Resident B was reviewed on 4/13/11 at 1:20 P.M. Resident B was admitted to the facility on 3/19/11 with diagnoses including, but not limited to, Aftercare following surgery/digestive system.</p> <p>An admission care plan, undated, indicated: "Falls/Safety Risk/Elopement Risk. Goal: Resident will remain free of injuries and falls. Keep call bell in reach. Enc. use of call light. Instruct</p> | | | | <p>has been initiated that will be utilized to randomly review residents that are considered "High Risk of Falls" or who have had an actual fall to assure that proper preventive interventions are in place and that all falls are thoroughly investigated for proper cause to assure that appropriate interventions have been implemented in accordance with the assessment. The tool will also assure that the plan of care as well as the CNA assignment sheets are updated appropriately. The Director of Nursing, or designee, will complete this tool weekly, monthly, then quarterly. Any areas identified via the audit will be immediately corrected. The Quality Assurance Committee will review the tool at the scheduled meeting following the completion of the tool with recommendations as needed.</p> <p>The date the systemic changes will be completed: 5-14-11</p> | | |

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| | <p>resident on safety measures...Mobility alarm SPA [sensor pad alarm] bed [and] chair...."</p> <p>Nurses Notes included the following notations:</p> <p>3/21/11 [untimed]: "Mental status varies over the course of the day. Confused/forgetful. Decreased safety awareness...Up with assist x 1, wheelchair...."</p> <p>3/23/11 "11p-7A": "...Confused/Forgetful, Decreased safety awareness...Up with assist...."</p> <p>3/24/11 at 11:00 A.M.: "...Confused/Forgetful, Decreased safety awareness...Up with assist [of two]...Bathroom with assist...."</p> <p>3/25/11 at 3:00 A.M.: "Res remains delusional @ this time D/T [due to] res thinks her family is here et this us a hotel...thinks that nephew was in the bed next to her...."</p> | | | | | | |

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| | <p>3/25/11 at 11:00 A.M.: "Alert [with] some confusion...needs extensive assist [with] ADL's [activities of daily living]...."</p> <p>3/25/11 at 3:30 P.M.: "Res spa [sensor pad alarm] heard sounding, CNA went to resident's room, resident found lying on back on floor in front of closet. Denies pain, bruise noted to lateral left forehead...assisted to w/c [with] assist x 3...."</p> <p>3/25/11 at 3:45 P.M.: "Preventive [sic] to prevent recurrent fall - self-release seat belt...."</p> <p>The resident was transferred to the hospital on 3/25/11 at 4:45 P.M. A hospital discharge summary indicated, "...The patient was admitted...initially because of weakness and falling down which they thought she just had a urinary tract infection. However, the patient was not able to walk and was hurting on her left side. It was</p> | | | | | | |

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| | <p>found out the patient had a left femoral neck fracture...."</p> <p>On 4/13/11 at 2:15 P.M., during interview with the compliance nurse, she indicated she would not have considered Resident B interviewable. She indicated Resident B had attempted unassisted ambulation earlier on 3/25/11, "probably around 2:00 P.M.," and a sensor alarm was placed on the resident's bed and wheelchair. The compliance nurse indicated she did not know why documentation regarding the attempt at unassisted ambulation was not in the clinical record. The compliance nurse indicated she was not present when the resident fell, but thought the staff heard the alarm, and found her on the floor in her room. The compliance nurse indicated she had a "falls checklist" that she completes after a fall, to ensure staff called the family and physician and updated the care plan and assignment sheets. The compliance nurse indicated she did</p> | | | | | | |

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| | <p>not know if the resident had transferred herself.</p> <p>4. On 4/13/11 at 9:10 A.M., during the initial tour, Unit Manager # 1 indicated Resident A had fallen the previous night, and was not interviewable. Unit Manager # 1 indicated Resident A required a sensor pad alarm to her wheelchair and bed. Unit Manager # 1 indicated a tabs alarm was added to the wheelchair following the fall the previous night. At that time, Resident A was observed lying in bed. A request was made to determine if the resident's bed sensor alarm was functioning. Unit Manager # 1 checked the alarm, and indicated the alarm was not turned on. Unit Manager # 1 turned the alarm on, and instructed the resident to "Promise you won't get up without asking for help." Unit Manager # 1 indicated she did not know why the alarm was not turned on.</p> <p>The clinical record of Resident A</p> | | | | | | |

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| | <p>was reviewed on 4/13/11 at 10:40 A.M. Diagnoses included, but were not limited to, Dementia.</p> <p>A Minimum Data Set [MDS] assessment, dated 1/17/11, indicated the resident scored a 9 out of 15 on a cognitive assessment, required limited assistance of 1 staff for transfer and ambulation, and had not fallen since the previous assessment. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human assistance" while moving from seated to standing position, walking, and surface-to-surface transfer.</p> <p>A "Fall Risk" assessment, dated 1/19/11, indicated Resident A had intermittent confusion, had 1-2 falls in the previous 3 months, had a balance problem while standing, required the use of an assistive device, and had a total score of 12. The assessment indicated, "Total score of 10 or above represents</p> | | | | | | |

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| | <p>HIGH RISK" for falls.</p> <p>Physician's orders, initial date unknown and on the current April 2011 orders, indicated, "Sensor pad alarm to w/c [wheelchair] d/t [due to] decreased safety awareness" and "Sensor pad alarm to bed d/t decreased safety awareness."</p> <p>Nurse's Notes included the following notations:</p> <p>4/12/11 at 10:00 P.M.: "Staff reports res [resident] yelling out 'nurse.' Upon entering res bathroom noted resident sitting on bottom of floor. W/C breaks [sic] locked. Res assessed for injury, none apparent...Res assisted off floor [with] extensive assist x [two] staff [and] gait belt...Res. placed to bed, alarms on et [and] functioning, call light within reach. TABS alarm added to res. w/c for preventative nursing measure related to decreased safety awareness."</p> <p>4/13/11 at 1:00 A.M.: "Resident</p> | | | | | | |

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| | <p>[up] getting in chair. Resident shut off bed alarm [before] getting out of bed. Instructed resident to leave alarms alone et call for help before getting up."</p> <p>A "Falls Care Plan," initially dated 10/31/10, indicated a problem of "History of falls...Contributing factors, Dementia, Arthritis...Use of w/c...Refusal of assistance, Refusal to use assistive devices." The approaches indicated, "Encourage to stay seated or wait for assistance before transferring after meals. Ensure frequently used items are within reach: Call system; Light cord; Water, Is at risk for falls; will use the following preventive measure: Bed bolsters to bed...4/12/11 TABS Alarm to w/c for n. [nursing] measure."</p> <p>On 4/14/11 at 9:00 A.M., the compliance nurse provided an "Incident/Accident Report," dated 4/12/11. The report included, "...Noted res on floor...[no] apparent injury, refer to nurses</p> | | | | | | |

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| | <p>note...Additional comments and/or steps to prevent recurrence: tabs alarm to w/c." Documentation regarding a sensor alarm sounding or functioning was lacking. The compliance nurse indicated at that time that she was unaware if the prescribed sensor alarm sounded or not.</p> <p>5. On 4/13/11 at 9:10 A.M., during the initial tour, the compliance nurse indicated Resident C had a diagnosis of Alzheimer's Disease, had a history of several falls, and utilized alarms.</p> <p>On 4/13/11 at 11:30 A.M., Resident C was observed sitting in a wheelchair in a lounge, asleep. A self release seatbelt alarm was observed on the resident. No staff were observed interacting with the resident.</p> <p>The clinical record of Resident C was reviewed on 4/13/11 at 11:45 A.M. Diagnoses included, but were not limited to, Alzheimer's Disease</p> | | | | | | |

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| | <p>and Parkinson's Disease.</p> <p>A Minimum Data Set [MDS] assessment, dated 2/8/11, indicated Resident C had a short-term and long-term memory problem, was moderately impaired in cognitive skills for daily decision-making, required extensive assistance of two+ staff for transfer and bed mobility, and did not ambulate. A test for "Balance during transitions and walking" indicated "Not steady, only able to stabilize with human assistance" while moving from seated to standing position, moving on and off toilet, and surface-to-surface transfer. The MDS assessment indicated the resident had not fallen since the previous assessment.</p> <p>Nurses Notes included the following notations:</p> <p>2/15/11 at 5:30 P.M.: "CNA approached Resident room et heard alarm sounding. Resident found in bathroom floor on [left]</p> | | | | | | |

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| | <p>side...When resident asked what happened she stated 'was going to bathroom.' Resident toileted after writer evaluated."</p> <p>2/15/11 at 5:45 P.M.: "[Physician] update on incident. Received new orders for UA, C/S [urinalysis, culture and sensitivity]. Also received orders for self releasing seat belt...."</p> <p>A "Falls Care Plan," initially dated 6/10, indicated a problem of "History of falls...Contributing factors, Alzheimer's Diagnosis, Forgets to ask for assistance...Generalized weakness..." The approaches indicated, "...Encourage to stay seated or wait for assistance before transferring after meals...Is at risk for falls; will use the following preventive measure: Sensor pad to bed/recliner...12/7/10 tabs alarm to w/c, 2/15/11 Self releasing seat belt while in w/c."</p> <p>On 4/14/11 at 10:00 A.M., during</p> | | | | | | |

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| | <p>interview with the compliance nurse, she indicated, "When [Resident C] was down the hall, we would hear the alarms, and by the time we would get there, she would be on the floor. So we moved her closer to the nursing station." The compliance nurse indicated the resident had experienced several falls. The compliance nurse indicated there was not a process in place to determine the cause of the falls.</p> <p>This federal tag relates to Complaint IN00088724.</p> <p>3.1-45(a)(2)</p> | | | | | | |

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| F0514 SS=D | <p>The facility must maintain clinical records on each resident in accordance with accepted professional standards and practices that are complete; accurately documented; readily accessible; and systematically organized.</p> <p>The clinical record must contain sufficient information to identify the resident; a record of the resident's assessments; the plan of care and services provided; the results of any preadmission screening conducted by the State; and progress notes.</p> <p>Based on record review and interview, the facility failed to ensure documentation was complete regarding a fall investigation and whether an alarm was functioning [Resident A]; and documentation was complete in regards to a resident's attempt at unassisted ambulation and the addition of sensor alarms [Resident B], for 2 of 3 residents reviewed for falls, in a sample of 6.</p> | | F0514 | <p>It is the practice of this facility to assure that the residents' clinical records are completed appropriately in accordance with the regulatory guidelines</p> <p>The correction action taken for those residents found to be affected by the deficient practice include :</p> <p>Resident A has been reviewed to assure all appropriate interventions are in place related to fall prevention. If the resident were to experience an additional incident, an investigation will be conducted to attempt to determine the cause of the fall so that appropriate</p> | | 05/14/2011 | |

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| | <p>Findings include:</p> <p>1. On 4/14/11 at 9:30 A.M., the facility compliance nurse provided the current facility policy on "Falls Prevention," dated 9/08. The policy included: "...To ensure that residents are safe and that appropriate preventive measures are initiated to minimize injuries related to falls. ...Nursing staff will document on the resident chart a thorough accounting of the incident as outlined in the Falls Checklist. Fall Preventive Measures...All preventive measures must be added to the Falls Care Plan and dated...Preventive measures must be charted in the nurses notes...."</p> <p>2. On 4/13/11 at 9:10 A.M., during the initial tour, Unit Manager # 1 indicated Resident A had fallen the previous night, and was not interviewable. Unit Manager # 1 indicated Resident A required a sensor pad alarm to her wheelchair and bed. Unit Manager # 1</p> | | | | <p>interventions can be updated</p> <p>Resident#B no longer resides in the facility</p> <p>Other residents that have the potential to be affected have been identified by :</p> <p>All residents have been reviewed to assure that clinical documentation is appropriate</p> <p>The measures or systematic changes that have been put into place to ensure that the deficient practice does not recur include :</p> <p>The interdisciplinary team is reviewing all fall risk assessments to assure that pertinent areas on the comprehensive assessment are identified as part of the plan of care</p> <p>As part of the review documentation related to an incident will also be reviewed to assure that it is inclusive of pertinent information. An in-service has been conducted for the nurses to assure that there is a thorough understanding related to the appropriate clinical documentation necessary including whether alarms were sounding appropriately if the resident falls and the importance of identifying if residents are attempting to rise unassisted during the course of the day</p> <p>The corrective action taken to monitor performance to assure compliance through quality assurance is:</p> <p>A Performance Improvement Tool</p> | | |

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| | <p>indicated a tabs alarm was added to the wheelchair following the fall the previous night.</p> <p>The clinical record of Resident A was reviewed on 4/13/11 at 10:40 A.M. Diagnoses included, but were not limited to, Dementia.</p> <p>Physician's orders, initial date unknown and on the current April 2011 orders, indicated, "Sensor pad alarm to w/c [wheelchair] d/t [due to] decreased safety awareness" and "Sensor pad alarm to bed d/t decreased safety awareness."</p> <p>Nurse's Notes included the following notations:</p> <p>4/12/11 at 10:00 P.M.: "Staff reports res [resident] yelling out 'nurse.' Upon entering res bathroom noted resident sitting on bottom of floor. W/C breaks [sic] locked. Res assessed for injury, none apparent...Res assisted off floor [with] extensive assist x [two] staff [and] gait belt...Res. placed to bed,</p> | | | | <p>has been initiated that will be utilized to randomly review residents medical records to assure that the clinical record accurately identifies pertinent information related to the residents and incidences of falls. The Director of Nursing, or designee, will complete this tool weekly, monthly, then quarterly. Any areas identified via the audit will be immediately corrected. The Quality Assurance Committee will review the tool at the scheduled meeting following the completion of the tool with recommendations as needed.</p> <p>The date the systemic changes will be completed: 5-14-11</p> | | |

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| | <p>alarms on et [and] functioning, call light within reach. TABS alarm added to res. w/c for preventative nursing measure related to decreased safety awareness."</p> <p>A "Falls Care Plan," initially dated 10/31/10, indicated a problem of "History of falls...Contributing factors, Dementia, Arthritis...Use of w/c...Refusal of assistance, Refusal to use assistive devices." The approaches indicated, "Encourage to stay seated or wait for assistance before transferring after meals. Ensure frequently used items are within reach: Call system; Light cord; Water, Is at risk for falls; will use the following preventive measure: Bed bolsters to bed...4/12/11 TABS Alarm to w/c for n. [nursing] measure." Documentation regarding the use of sensor pads to the bed and wheelchair was lacking.</p> <p>On 4/14/11 at 9:00 A.M., the compliance nurse provided an "Incident/Accident Report," dated</p> | | | | | | |

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| | <p>4/12/11. The report included, "...Noted res on floor...[no] apparent injury, refer to nurses note...Additional comments and/or steps to prevent recurrence: tabs alarm to w/c." Documentation regarding a sensor alarm sounding or functioning was lacking. The compliance nurse indicated at that time that she was unaware if the prescribed sensor alarm sounded or not, and indicated that fact should be in the nurses notes.</p> <p>3. The closed clinical record of Resident B was reviewed on 4/13/11 at 1:20 P.M. Resident B was admitted to the facility on 3/19/11 with diagnoses including, but not limited to, Aftercare following surgery/digestive system.</p> <p>An admission care plan, undated, indicated: "Falls/Safety Risk/Elopement Risk. Goal: Resident will remain free of injuries and falls. Keep call bell in reach. Enc. use of call light. Instruct resident on safety</p> | | | | | | |

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| | <p>measures...Mobility alarm SPA [sensor pad alarm] bed [and] chair...."</p> <p>Nurses Notes included the following notations:</p> <p>3/25/11 at 3:00 A.M.: "Res remains delusional @ this time D/T [due to] res thinks her family is here et this us a hotel...thinks that nephew was in the bed next to her...."</p> <p>3/25/11 at 11:00 A.M.: "Alert [with] some confusion...needs extensive assist [with] ADL's [activities of daily living]...."</p> <p>3/25/11 at 3:30 P.M.: "Res spa [sensor pad alarm] heard sounding, CNA went to resident's room, resident found lying on back on floor in front of closet. Denies pain, bruise noted to lateral left forehead...assisted to w/c [with] assist x 3...."</p> <p>On 4/13/11 at 2:15 P.M., during interview with the compliance</p> | | | | | | |

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| | <p>nurse, she indicated she would not have considered Resident B interviewable. She indicated Resident B had attempted unassisted ambulation earlier on 3/25/11, "probably around 2:00 P.M.," and a sensor alarm was placed on the resident's bed and wheelchair. The compliance nurse indicated she did not know why documentation regarding the attempt at unassisted ambulation was not in the clinical record.</p> <p>This federal tag relates to Complaint IN00088724.</p> <p>3.1-50(a)(1)</p> | | | | | | |

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/16/2011

FORM APPROVED

OMB NO. 0938-0391

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